

# You Set Our Standards!

## SUPERIOR COURT OF CALIFORNIA - COUNTY OF RIVERSIDE CUSTOMER SERVICE ACTION REPORT

Riverside Superior Court receives more than 1,500 Customer Service comment cards annually. This last year, we have provided 4 additional training classes in an effort to improve customer service and access to the courts. In addition, the Court has implemented several procedural and cosmetic changes to better accommodate the needs of the public.

|  | Class                         | Number of Completions | Staff Hours |
|--|-------------------------------|-----------------------|-------------|
|  | Beyond Bias-Fairness in Court | 691                   | 2418.5      |
|  | Customer Services Part I      | 190                   | 665         |
|  | Customer Services Part I      | 103                   | 309         |
|  | Interpersonal Communications  | 127                   | 317.5       |
|  | Total                         | 1111                  | 3710        |

| ACTION TAKEN                                  | BANNING | BLYTHE | CORONA | ELSINORE | HEMET | INDIO | MID FSD | MORENO | PALM SPRINGS | PERRIS | RIV. APPEALS | RIV. CIVIL | RIV. CRIMINAL | RIV. FAMILY | RIV. FSD | RIV. JURY | RIV. JUVENILE | RIV. PRETRIAL | RIV. PROBATE | TEMECULA |
|---|---------|--------|--------|----------|-------|-------|---------|--------|--------------|--------|--------------|------------|---------------|-------------|----------|-----------|---------------|---------------|--------------|----------|
| Added signs for clarification                 |         |        |        | X        | X     |       |         | X      |              | X      |              |            | X             |             |          |           |               |               |              |          |
| Added/modified Attorney/runner window         |         |        | X      |          |       |       |         |        | X            |        |              |            |               |             |          |           |               |               |              |          |
| Added public/atty express window              |         |        | X      |          | X     |       |         |        | X            | X      | X            |            |               |             |          |           |               |               |              |          |
| Additional staff at public windows            | X       | X      | X      | X        |       |       |         |        |              | X      |              |            | X             |             |          |           |               |               |              | X        |
| Additional staff in lobby to direct customers |         |        |        |          |       |       |         |        |              |        | X            |            | X             |             |          |           |               |               |              |          |
| Additional staff member/supervisor            |         |        |        | X        |       |       |         |        |              |        |              |            |               |             |          |           |               |               |              |          |
| Alphabetized attorney pick up bin             |         |        |        |          | X     |       |         |        |              |        |              |            |               |             |          |           |               |               |              |          |
| Appointments for exhibits                     |         |        |        |          |       |       |         |        |              |        | X            |            |               |             |          |           |               |               |              |          |
| Assist with marriage/notary licenses          |         | X      |        |          |       |       |         |        |              |        |              |            |               |             |          |           |               |               |              |          |
| Bail quote modification                       |         | X      |        |          |       | X     |         | X      | X            |        |              |            |               |             |          |           |               |               |              |          |
| ACTION TAKEN                                  | BANNING | BLYTHE | CORONA | ELSINORE | HEMET | INDIO | MID FSD | MORENO | PALM SPRINGS | PERRIS | RIV. APPEALS | RIV. CIVIL | RIV. CRIMINAL | RIV. FAMILY | RIV. FSD | RIV. JURY | RIV. JUVENILE | RIV. PRETRIAL | RIV. PROBATE | TEMECULA |



|  |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |
|--|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Secured waiting area for Domestic Violence victims |   |   |   |   | X |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |
| Small claims packets at counter                    |   |   | X |   |   |   |   | X |   |   |   |   |   |   |   |   |   |   | X |   |
| Staff cross training                               | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X |
| Tape recording modifications                       |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |
| Training manuals for clerks                        |   |   | X | X |   |   | X | X | P |   |   |   |   |   |   |   |   |   | X |   |
| Warrant Bank-contact person                        | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X |
| Web site on the Internet                           | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X |

X= completed      P= pending